



PRODUCT: PORTABLE & PLUS

SERVICE ADVISORY # 042

DATE: December 1, 1985

COMPAQ® PORTABLE VDU CONTROLLER BOARD P/N 100479-001
COMPAQ PORTABLE DISKETTE/PRINTER CONTROLLER BOARD P/N 100480-001

Subject

COMPAQ WILL NO LONGER OFFER THESE PART NUMBERS FOR SALE

COMPAQ has stopped production of the "full-height" VDU and Diskette/Printer Controller boards originally used in the COMPAQ Portable Computer and COMPAQ PLUS. These boards do not physically fit in later COMPAQ Computer products, and have been replaced by fully downward-compatible, "low profile" boards.

REPLACEMENT PART NUMBERS:

The old 100479-001 VDU Controller Board is replaced by the 101340-001 low profile VDU Controller Board.

The old 100480-001 Diskette/Printer Controller Board is replaced by the 101341-001 low profile Diskette/Printer Controller Board.

REPAIR/EXCHANGE:

COMPAQ will continue to accept Out-of-Warranty 100479-001 and 100480-001 boards for Repair/Exchange. The COMPAQ Repair/Exchange program features COMPAQ Quality Parts, updated to the latest revision level, at competitive prices, with second-day air shipping included.

SALES ORDERS:

The old 100479-001 and 100480-001 boards will no longer be available for sale after the effective date of January 1, 1986. Any orders placed for these part numbers after the effective date will automatically be changed to the replacement part numbers, so please be careful to order properly.

WARRANTY, SERVICE OPTION, AND EXTENDED COVERAGE OPTION RETURNS:

COMPAQ will continue to accept the old boards for all forms of warranty and service option exchanges.

DEALER ACTION:

Please update your Spares Pricing and Warranty Labor Rate Schedule (Service Advisory #033 dated October 1, 1985) by deleting the U.S. Dealer Price for COMPAQ Part # 100479-001 and 100480-001. Please advise all sales and service personnel of this change.

If you have any questions, please call COMPAQ Service Administration at 1-800-231-9977.

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cc: Store Manager